**CITIZENS ADVICE SCOTLAND  
  
JOB DESCRIPTION**

**JOB DETAILS**

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| Job Title | Programme Manager |
| Section | Chief Executive’s Office |
| Location | Edinburgh |
| Salary | £30,000 - £35,000 |
| Reports To | Chief Operating Officer |
| Work Pattern | Full-Time |
| Status | Permanent |
| Date | May 2015 |

**BACKGROUND**

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| General | The Programme Manager is a senior role managing the Programmes Team and the day to day Programmes operations. The role reports to the Chief Operating Officer. |
| Staff | The post directly manages the Programme Managers and Programme Office Administration staff of circa 10 FTE (dependent on the number of contracts in operation at any one time). |
| Budget | Budget responsibility for the CAS Programmes Budget for 2014/15 of c£6m of contracted project income and expenditure from a variety of sources.  The post holder will be required to prepare, monitor, manage and report including commentary on budget v actual performance, project KPIs, project status reports, risks and issues and other such reports as required by CAS management or stakeholders |

**JOB PURPOSE**

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| To effectively manage the Programmes Team in driving performance and setting, monitoring and achieving project objectives on behalf of the Chief Operating Officer.  To develop, implement and maintain project policies, procedures and systems in line with best practice in programme management.  To manage the relationships with stakeholders and ensure the service delivery of programmes within CAS in line with the specific terms and conditions of the contracts to meet or exceed stakeholders expectations |

**KEY ACCOUNTABILITIES**

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| 1. To effectively and efficiently manage the Programmes team in driving a high standard of performance and setting, monitoring and achieving its objectives on behalf of the Chief Operating officer. 2. To manage the production of project status reports, cost reports and commentary to ensure stakeholders, funders and budget holders understand the status of their contracts and are provided with the accurate information they require on time. 3. To manage the day-to-day project team processes including ensuring the timely production of project invoices or grant submissions to sponsors, management of project resources including staff and liaison with bureau or other third party suppliers. 4. To ensure project policies, procedures and reporting are compliant with the law, and meets the needs of any external Government Agencies or other funders requirements and ensures that members of the Board, the CEO and the Senior Management Team are adequately informed. 5. To develop, operate and maintain project management systems, in conjunction with IT department where appropriate to ensure full RAID reports are produced and used for each project. 6. To monitor and report on claims for grants, donations and sponsorship from all sources and be aware of any specific responsibilities and regulations. 7. To undertake regular and ad hoc project reviews on behalf of the CAS Board or Senior Management Team to identify and explain variances and to take advantage of potential grant or funding opportunities. 8. To respond to requests for information on projects from the Board, Development Committee, the CEO or members of the SMT, internal audit and external audit staff. 9. To maintain project risk and issues registers for each project and in summary for all projects which clearly identify, assess, mitigate and report on any risks consistent with CAS’ Risk Policy. 10. To enhance the capabilities of project teams through structured people development activities including regular performance reviews, coaching, feedback and development planning. 11. Contribute to departmental succession planning by identifying and nurturing talent and develop the knowledge, skills and experience of direct reports via CPD activities. 12. To undertake any other duties as appropriate as requested by the Chief Operating Officer. 13. Deputise for the Chief Operating Officer or Head of Bureaux Services at internal and external meetings relating to projects. |

**AUTHORITIES AND LIMITATIONS**

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| 1 Charity Law, Statute, specific terms and conditions as per grant or project requirements (where appropriate) including government agencies and other not for profit or other funders  2 Project or contract management policies and guidelines which the job holder is responsible for designing and implementing through consultation with the Senior Management Team where appropriate  3 Interprets existing policy and guidance where required or devises the approach based on experience and/or precedent when no procedure or policy exists  4 Acts as a project and grants subject matter expert within CAS with technical guidance from the Head of Finance or from third parties out with the organisation |

**PROBLEM SOLVING**

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| 1 Ability to provide solutions to projects or contracts as they arise regardless of whether existing policies or procedures exist or not  2 Ability to interpret existing policies and procedures in line with the governance under which CAS operates  3 All solutions to be found within the existing core or project funding and resources available to CAS |

**PERSON SPECIFICATION**

**Essential**

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| Qualifications and Attainments |
| 1. Relevant Degree or Post Graduate Studies (or equivalent) 2. Project management qualification/ training (PRINCE2 Practitioner/ MSP) |
| Knowledge and Experience |
| 2 Relevant contract or project management experience  3 Management of multi-function teams  4 Experience of operating, managing and reporting on contracts or projects funded by Government Agencies, EU, Commercial or other grant providers  5 Experience of designing, implementing and operating contract management systems, policies and procedures  6 Good interpersonal and relationship management skills including the ability to empathise, influence and effectively communicate to management, staff, bureaux and external stakeholders and suppliers  7 Competent in Microsoft Office (Excel, MS Word and Project)  8 Excellent verbal and written communication skills including the ability to prepare and deliver presentations and write reports to senior management and the Board and associated Subcommittees, potential and existing funders including Government Agencies, the bureaux network and staff  9 Ability to plan and organise multi disciplinary team workload |

**Desirable**

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| Qualifications and Attainments |
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| Knowledge and Experience |
| 1 Understanding of the voluntary sector in Scotland / UK |